

Department of Information Resources
Managed Services for Information Technology
Request for Offer DIR-SDD-TMP-091
Appendix C – Services and Pricing

1. The following basic services are included with the provisioning of the PC and/or Laptop asset (see below) in accordance with the mutually agreed-upon Statement of Work :
 - a. Asset Reporting:
 - i. Manufacturer
 - ii. Model
 - iii. Serial number
 - iv. Asset tag, if applicable
 - v. Shipment date
 - vi. Delivery date
 - b. Break/Fix Vendor support:
 - i. 4-year warranty, next business day (NBD) on-site response, as requested in the Standard Configuration
 - c. Unwind/End of Engagement
 - i. Receipt and report of disposition of asset. Excludes shipping.
 - d. Asset Standard Configurations:

Asset Standard Configuration – Option 1 (Desktops)

Desktops		
Components	Low End-User	High End-User
Chassis Style	Small Form Factor	Minitower
Chip	Intel Pentium D or AMD equiv.	Intel Pentium D or AMD equiv.
Processor/Clock Speed	915/2.80GHz (P4 3.2GHz equiv.)	945/3.4GHz (P4 3.4GHz equiv.)
	AMD Athalon X2 Dual Core 3800+ 2.0GHz	AMD Athalon X2 Dual Core 4200+ 2.2 GHz
Memory	1GB	2GB
Hard Drive	80GB	160GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	MS Win XP Pro	MS Win XP Pro
Network Card / Sound	Integrated	Integrated
Video/Graphics	Integrated	128MB
Speakers	Internal	Internal
Floppy Drive	No	No
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
	Optical 2 Button Wheel Mouse	Optical 2 Button Wheel Mouse
Desktop Model / Monitor	Lenovo A60 + L171 Display	Lenovo A60 + L192p Display
Warranty	4 yr NBD	4 yr NBD
Pricing Per Seat	\$909.54 purchase, or	\$1129.45 purchase, or
Payment Per Year (3yr IGF Lease)	\$354.29 per year x 3 years	\$439.95 per year x 3 years
The DIR administrative fee is included in all prices provided above.		

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Asset Standard Configuration – Option 2 (Notebooks)

Notebooks		
Components	14" Notebook	15" Notebook
Chip	Intel CoreDuo or AMD equiv.	Intel CoreDuo or AMD equiv.
	Intel Core 2 Duo T7200	Intel Core 2 Duo T7200
Processor/Clock Speed	T 2300 1.66 (P M 1.86 equiv.)	T 2400 1.83 (P M 2.0 equiv.)
	T 7200 2.0Ghz	T 7200 2.0Ghz
LCD Resolution	WXGA	WXGA
Memory	1GB	1GB
Hard Drive	60GB	60GB
Optical Drive	DVD+-RW with software	DVD+-RW with software
Operating System	Win XP Pro	Win XP Pro
Modem	Internal 56k	Internal 56k
Network Card	Integrated	Integrated
Sound / Graphics	Integrated	Integrated
Floppy Drive	No	No
AC Adapter / Battery	Yes	Yes
Wi-Fi (802.11) miniPCi card	Integrated 802.11b/g	Integrated 802.11b/g
Notebook Model / Monitor	Lenovo Thinkpad T60 14.1"	Lenovo Thinkpad T60 15"
Warranty	4 yr NBD	4 yr NBD
Pricing Per Seat	\$1463.19 purchase, or	\$1463.19 purchase , or
Payment Per Year (3yr IGF lease)	\$569.95 per year x 3 years	\$569.95 per year x 3 years
The DIR administrative fee is included in all prices provided above.		

2. Other Service Estimates applicable in accordance with the mutually agreed-upon Statement of Work:

Service Category and Service Levels	Descriptions	Pricing
Help Desk Services	One-time Transition	\$12,240 per transition event
Service Levels	Bronze	\$16.85per seat/month
	Silver	\$19.90 per seat/month
	Gold	\$28.60 per seat/month
On-Site Support and Moves/Adds/Changes (MACs) Services	One-time Transition	\$5.10/seat per transition event

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Request for Offer DIR-SDD-TMP-091
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Service Levels	Bronze	\$15.30 per seat/month
	Silver	\$18.40 per seat/month
	Gold	\$25.50 per seat/month
Remote Support Services	One-time Transition	Ranges from \$4080 to \$15,300 depending upon seat quantity, per transition event
Service Levels	Bronze	\$16.35 per seat/month
	Silver	\$24.50 per seat/month
	Gold	\$35.70 per seat/month
Network Management Services	One-time Transition	\$5100 per transition event
Service Levels	Bronze	\$25.50 per monitored device/month plus \$255 per on-site incident
	Silver	\$35.70 per monitored device/month plus \$255 per on-site incident
	Gold	\$35.7 per monitored device/month plus \$255 per on-site incident (std busines hrs) \$357 per on-site incident (non-std business hrs)
Software Services	One-time Transition	Ranges from \$4080 to \$15,300 for software distribution, depending upon seat quantity, plus \$5100 Image/package, per transition event
Service Levels	Bronze	\$16.35/month software distribution plus \$12,240 per Image/package incident (medium complexity)
	Silver	\$17.35/month software distribution plus \$15,810 per Image/package incident (medium complexity)
	Gold	\$19.40/month software distribution plus \$19,890 per Image/package incident (medium complexity)
Asset Tracking Services	One-time Transition	\$20.40/seat
Service Levels	Bronze	\$16.35 per seat/month
	Silver	\$21.45 per seat/month
	Gold	\$31.65 per seat/month
Security Services		
Service Levels	Bronze	TBD upon receipt of specific request requirements
	Silver	TBD upon receipt of specific request requirements

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	Gold	TBD upon receipt of specific request requirements
Training		
Service Levels	Bronze	\$765/day on-site plus course materials
	Silver	Add \$5100 per custom developed course
	Gold	Add \$30,600 per CBT 1hr class / medium interactivity
Standard and Ad Hoc Reporting and Documentation		
Service Levels	Bronze	Included within each Service category pricing
	Silver	Included within each Service category pricing
	Gold	Included within each Service category pricing
Unwind / End of Engagement Services		
Service Levels	Bronze	Approximately \$0.26/lb plus shipping
	Silver	TBD depending on specific hardware configuration
	Gold	Approximately 28% of asset value
Break-Fix/Maintenance Services – Vendor Owned Equipment		
Service Levels	Bronze	\$12.75/month PC & Monitor
	Silver	\$13.80/month PC & Monitor
	Gold	\$20.95/month PC & Monitor
Break-Fix/Maintenance Services – Customer Owned Equipment		
Service Levels	Bronze	\$12.75/month PC & Monitor
	Silver	\$13.80/month PC & Monitor
	Gold	\$20.95/month PC & Monitor

End of Appendix C